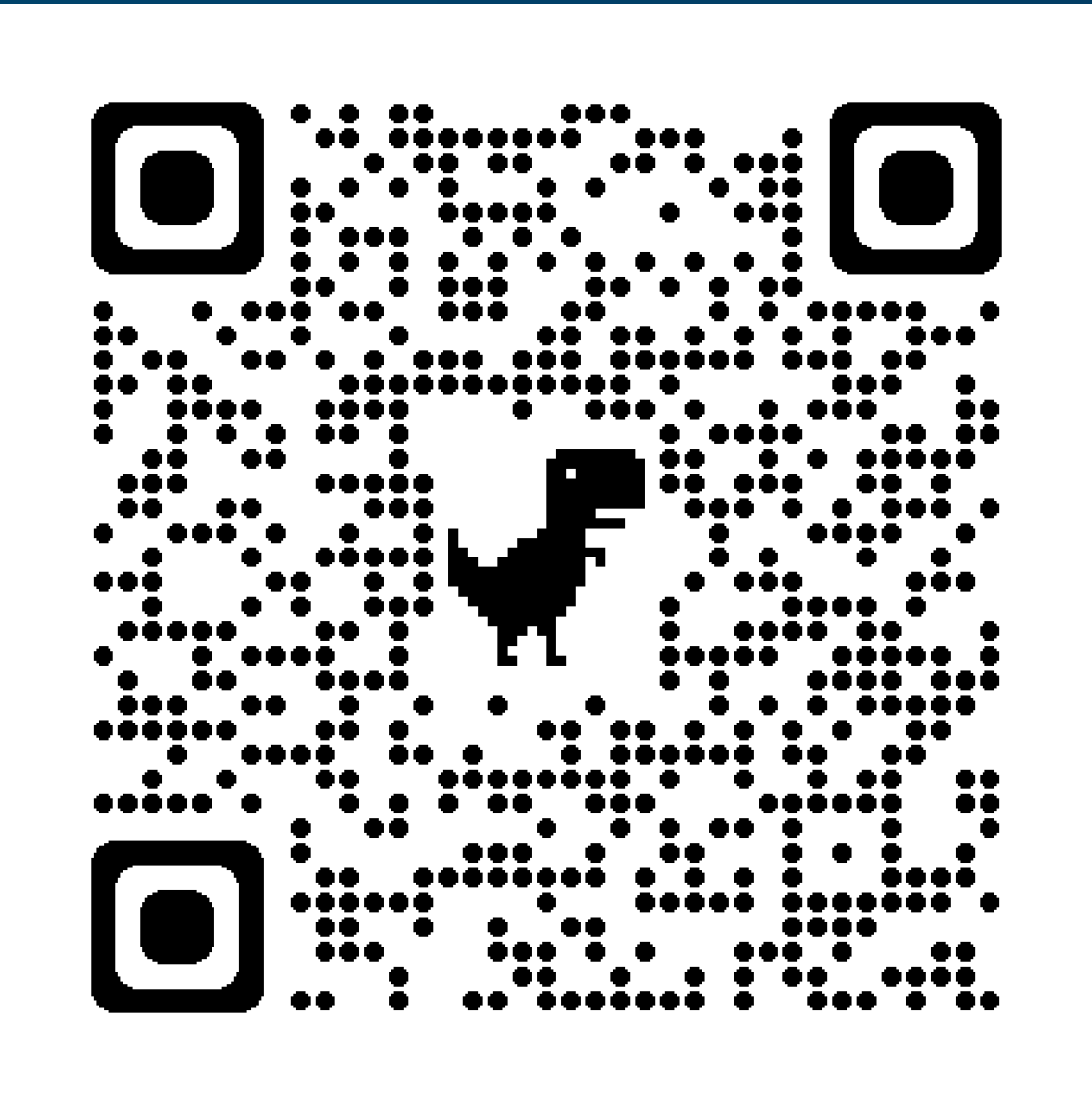


What are QIOs and how do they help Medicare beneficiaries?

The Quality Improvement Organization (QIO) program is a part of the United States Department of Health and Human Services' National Quality Strategy for providing better care and better health at lower cost. The mission of the QIO program is to improve the effectiveness, efficiency, economy, and quality of services delivered to Medicare beneficiaries.



Visit us at
www.keproqio.com



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WHAT IS A BFCC-QIO?

Beneficiary and Family Centered Care (BFCC) QIOs provide FREE services for people who have Medicare:

APPEALS

Medicare beneficiaries can file an appeal with their BFCC-QIO:

- If they are not ready to be discharged from the hospital; and/or
- If Medicare skilled services are being stopped too soon. Examples of skilled services are physical therapy and nursing services.

During the appeal process, beneficiaries can stay in the hospital with no financial liability (except for regular copays and deductibles) until the appeal is done.

QUALITY OF CARE COMPLAINTS

Medicare beneficiaries can file a complaint if they have a concern about care they received from a health provider.

For example, care from a hospital, skilled nursing facility, or doctor's office can be reviewed.

Reasons why a Medicare beneficiary may choose to file a complaint:

- Received the wrong medicine, or too much of a medicine
- Received a surgery or medical test that wasn't needed
- Received a wrong diagnosis
- Received incomplete discharge instructions
- Received inadequate care that resulted in a poor outcome

IMMEDIATE ADVOCACY SERVICES

Medicare beneficiaries can call their BFCC-QIO and ask for this when they have concerns about their medical care (or related services) that need to be resolved quickly. With Immediate Advocacy services, concerns can usually be resolved within 2 to 5 business days.

Example of when Immediate Advocacy could be helpful:

- When a beneficiary tries to communicate with their healthcare provider and are unable to get a situation resolved or questions answered.
- When a beneficiary is expecting a piece of medical equipment, but hasn't received it, and calls to the medical equipment company are not resolving the situation.



STATISTICS*

Immediate Advocacy Services

22,250
Resolutions

Resulted in Increased Positive Beneficiary Experience with the BFCC-QIO

Appeals

547,291
Cases

40% of Appeal Outcomes Show Beneficiary Needs Additional Skilled Care

Quality of Care

5,424
Reviews

Resulting in Opportunities for Further Quality Improvement Activities

Beneficiary Helpline

1,837,326
Inbound Calls Answered

- 0:14 Average Wait Time
- 89% of calls answered within 30 seconds

Website

+10.2M
Website Views

- Strong, organic growth in website traffic
- 175% increase in total monthly page views after consistent promotion and community outreach
- Visits to online case status check increased more than 150% over two years

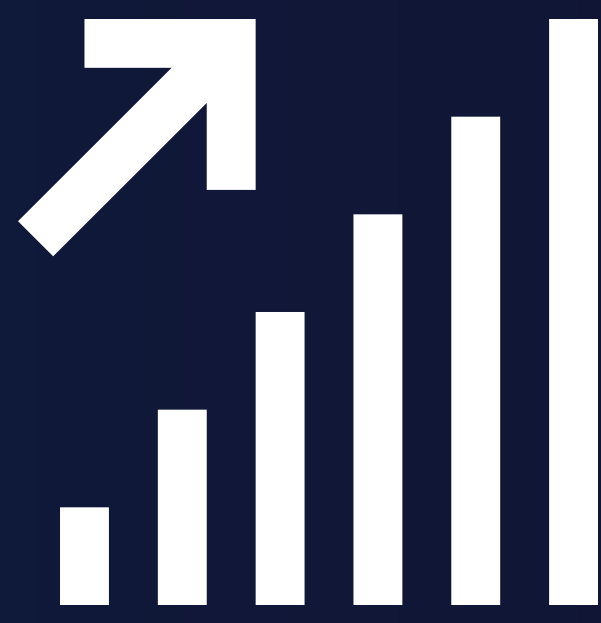
YouTube

43.2K
Views

- Published 36 videos for healthcare providers and Medicare beneficiaries
- Videos provide education to help providers in their day-to-day work and explains Kepro services to Medicare beneficiaries in a simple, brief manner

2.3K
Hours

*Data presented for Immediate Advocacy, appeals, quality of care, and the beneficiary helpline are cumulative for BFCC-QIO Contract Year 1 through Contract Year 4 to date (6/2019 – 11/2023).



TOUCHPOINTS

In addition to phone calls, Kepro interacts with customers using other methods. These methods include our website, a podcast, and newsletters.

WEBSITE

Our website contains information for three different groups:

- Medicare beneficiaries
- Healthcare providers
- Stakeholders and partners

Stakeholder and partner information includes resources that can be shared with their communities.

- Wallet cards
- Newsletter inserts
- Flyers
- Posters

PODCAST

Aging Health Matters

Listeners – primarily Medicare beneficiaries and Kepro stakeholders – will get information about Medicare (e.g., Medicare open enrollment) and healthcare tips.

Guests have included:

- State Health Insurance Assistance Program (SHIP)
- Area Agencies on Aging (AAA)
- Long-term Care Ombudsman

NEWSLETTER

Kepro has 2 newsletters:

Case Review Connections.

for healthcare providers and stakeholders, gives the reader a glimpse into Kepro, the services provided, and updates from the Centers for Medicare & Medicaid Services (CMS).

On the Healthcare Front.

for Medicare beneficiaries and stakeholders, gives the reader in-depth information about Kepro's free services for Medicare beneficiaries, news and updates from Medicare, and other related content.

Consider signing up for a newsletter if

- you live in one of these states and **you have Medicare**, or
- if you are a healthcare provider providing services in one of these states and **receive Medicare payments**.

Alabama	New Hampshire
Alaska	New Mexico
Arkansas	North Dakota
Colorado	Oklahoma
Connecticut	North Carolina
Florida	Oregon
Georgia	Rhode Island
Idaho	South Carolina
Kentucky	South Dakota
Louisiana	Tennessee
Massachusetts	Texas
Maine	Utah
Mississippi	Vermont
Montana	Washington
	Wyoming

